



STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

Working Title

Administrative Support Specialist I and II

Job Code Title

Administrative Assistant I and II

Pay Band

3a/3b

Job Code Number

436113

Information Technology and Processing Division

Administrative Team

Fair Labor Standards Act

Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Information Technology and Processing Division serves as the operational foundation for the department's business units. Through secure, up-to-date computing and processing environments the division's Information and Technology Services Bureau (IT) and Processing and Retention Operations Bureau (PRO) contribute to the department's overall efficiency in document and payment processing while ensuring confidentiality, integrity, and availability of taxpayer data, whether in paper or electronic form. In providing these services, the division enables the department to meet its business objectives and facilitates its mission to serve the citizens of Montana. The division also includes the Administrative Team.

Job Responsibilities

The Administrative Support Specialist provides reception, business communications, supply and equipment maintenance, event coordination, travel arrangements, mail distribution, and other support functions. The incumbent coordinates support services for ongoing program operations and activities. The duties are divided between incumbents and individual assignments may vary depending on department need. The position reports to the ITP Management Officer and does not supervise other staff; with the exception of the Administrative Support Specialist II, 3b, which is assigned leadworker responsibilities.

• Administrative Services 35%

1. As the first point of contact, provides customer service to office staff, agency representatives, members of the public, and responds to inquiries and requests for assistance. Researches and compiles general program information; ensures consistent messaging on policies, procedures, and statutes; and coordinates with other program staff and managers as necessary to respond to unusual or specialized requests.
2. Writes, transcribes, and edits a variety of memoranda, correspondence, informational materials, and other documents to ensure accuracy and completeness of language and format. Prepares routine communications as well as technical materials, formal reports, mass mailings, and other specialized documents. Coordinates document reviews, revisions, and signatures; reproduction; and dissemination as requested.
3. Compiles and produces statistical and narrative reports, spreadsheets, and other technical documents to provide accurate, complete, and accessible references (administrative rules, legislative materials, etc.). This typically involves the application of specialized word processing

and spreadsheet functions (tables, columns, graphs, formulas, etc.), formats, and production specifications.

4. Establishes and maintains electronic and manual records systems to ensure the accuracy, accessibility, and security of information by compiling and storing relevant data. Establishes new databases or files; maintains data with current information; and provides records as requested. Coordinates records retention and disposal procedures to ensure compliance with applicable requirements.
5. Develops and maintains various forms, templates, references, and other documents to provide complete and concise tools for recording, tracking, and reporting operational and program information. This may include receiving, reviewing, and compiling standardized forms such as surveys, applications, orders, and online requests.
6. Coordinates meetings, conferences, training sessions, and other events to organize and confirm locations, schedules, presenters, equipment and materials, accommodations, and other logistics. Coordinates with program managers and staff, vendors, presenters, program cooperators, community members, and others to coordinate event proceedings (registration, information/assistance, room configurations, etc.).
7. Manages office supply and equipment inventories by identifying needs, preparing supply orders, and maintaining supplies according to established purchasing and requisition policies and procedures. Continually monitors office inventories, identifies immediate needs, and anticipates future needs. Orders necessary supplies and equipment. Tracks purchasing records to ensure the timely delivery of supplies.

- **Facility Support Services 25%**

1. Arranges and coordinates employee and contractor access to the facility. Contacts the supervisor for access limitations; arranges access through General Services; tracks employee access; and contacts General Services for changes in or problems with access badges.
2. Monitors facility for problems and contacts the building management service to resolve them. Checks for janitorial problems and requests service or arranges for clean-up outside of the building. Calls in work orders to the building management service for needed equipment, parts, or services.
3. Arranges for repair and maintenance of the facility and office equipment.
4. Tracks and issues parking passes (within seven different categories) to employees and contractors working in the facility. Determines the most cost effective use of parking passes. Requests necessary passes from the Helena Parking Commission.
5. Reconciles monthly bills for parking passes with internal records to verify calculations and balances. Resolves and corrects discrepancies by contacting the Helena Parking Commission and providing verification of the actual parking passes issued.
6. Act as the primary point of contact for employees. Obtains and provides information to answer questions; troubleshoots equipment such as printers and copiers; requests computer support; and arranges computer access for new employees.

- **Program Coordination and Support 35%**

1. Coordinates with managers and employment agencies to bring on temporary workers for tax season. Arranges and attends interviews. Makes sure workers meet hiring criteria.
2. Tracks temporary workers by keeping spreadsheet updated with list of current temporary staff. Organizes seating assignments including filling seats on both day and night shifts. Ensures there are experienced employees available to train the temporary staff.
3. Handles temporary staffing matters. Ensures employees complete and submit payroll forms; requests badges and parking passes; and sets up computer requests with IT. Ensures computer access is deactivated on last day worked. Maintains office equipment to ensure processing staff have functioning computers and other equipment including switching keyboards, taking speakers off the computers, and troubleshooting computer problems. Monitors time worked by temporary staff to ensure they don't work overtime and corrects time as needed.

4. Processes batches of documents such as letters or coupons for mailing. Sets up direct deposits of COGS taxes for counties in the department's integrated tax systems COGS-GenTax.
 5. Assists with taxpayer registration by updating or adding taxpayer addresses from paper or electronically filed tax returns in the registration system.
 6. Assists with the cigarette tax program by coordinating receiving and verifying orders for tobacco stamps, filling orders, tracking stamp orders, and providing information.
- **Other Duties as Assigned 5%**
 1. Performs other duties as assigned by the supervisor.
 2. Responsible for coordinating facility's emergency response team (BEAT).

Job Requirements

To perform successfully as an administrative support specialist, the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude; and enjoy working with, and for, the public. It is essential that the incumbent has the ability to concentrate in the face of multiple distractions. Skills in multi-tasking; paying attention to details and accuracy; managing multiple priorities under tight deadlines; mathematics; providing timely and effective written, verbal, and interpersonal communication; identifying and resolving clerical errors; active listening, critical thinking, and problem sensitivity; customer service; conflict resolution; reviewing technical and legal documents; compiling and analyzing data from multiple sources; following written and oral directions and instructions; researching data to identify and resolve a wide variety of problems and issues; and word processing, spreadsheet, and database applications are required. Incumbents are required to take initiative, make logical decisions, and be accountable for the results. This position works with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job.

This position requires knowledge of office operations, business communications, records management, and customer service standards.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is a high school diploma or GED and two years of job-related work experience.
 - Work experience should be made up of office or retail support services.
 - Experience must include proficiency with standard office software applications (word processing, spreadsheet, database, presentation).
 - Other combinations of education and experience will be evaluated on an individual basis.

Department Core Values

- **Respect:** As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.
- **Integrity:** Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- **Productivity:** Consistently strives to minimize the waste of the department's financial, facilities and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- **Teamwork:** Maximizes cooperation and teamwork when working with other employees, divisions and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

Working Conditions

Must work under time constraints, be able to maintain numerous projects at one time, and determine priorities on a daily basis. There are cyclical periods of high stress working under pressure of critical projects with hard deadlines. At times, the incumbent will deal with angry, hostile, and difficult individuals to resolve concerns. This may cause stressful work conditions and a high degree of mental stress. As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. This position requires considerable computer and keyboard use. The incumbent may spend considerable time on the phone. Work hours may exceed 40 hours per week from time to time. Lifting is infrequent, less than 15 pounds and includes carrying light items such as papers, books, and supplies. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

Special requirements

- Background Examination: Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- Compliance with All Appropriate Montana Tax Laws: An employee's tax status must be current.

This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.

Division Administrator Review: The statements in this job profile are accurate and complete.

Signature: Margaret Kauska, Division Administrator

Date: August 2010

Human Resource Director Review: The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resources Director

Date: August 2010

Employee: My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: _____

Date: _____

Name (print): _____